

SAMPLE Results Item 7.1

VERIFY

Comment #	Figure #’s	Good-to Excellent Levels	Beneficial Trends	Favorable Comparisons	Appropriate Segmentation/ Linkage	Updated Results Yes (change?), No	Summary of Findings and Impact on Comments
Strength #1: Reliability depend-ability	7.1.1a, 7.1.1b, 7.1-2a, 7.1-2b	X	7.1.1a: 25% increase over 5 years 7.1.1b: 5 % decline in defect rate across all products 7.1-2 ab: perceived durability increased 35% over past four years	7.1-1b, approaching best in state. <i>(Look for regional/ national comparisons to tie with KF 13)</i>	7.1.1b segments top 3 product lines only. <i>(expecting to find segmentation by all product lines and customer groups)</i>	No: 7.1-2a 7.1-2b Yes: 7.1-1a 7.1-1b Change: 7.1-1b, Defect rate, slight increase in 2008 for Product A from 220 ppm to 300 ppm	Updated results for 7.1-1 found on site-demonstrated continued improvement for most product lines. Limited segmentation-primary product lines A, B, and C represented but not others. A, B, and C nearly the same performance, except for the increase in defects for A Defect increase for Product A explained as due to bad batch of switches from supplier. Worked with supplier to identify batch numbers and provide replacement switches for all customers, not just those who lodge a complaint. (see Item 3.2) Modifying their approach to ensure good product quality from suppliers (See Item 6.2) Still a strength comment, update based on findings. Shows linkage/alignment to other processes and items.
Strength #2							
Strength #3							

Identify which comment and list figures, graphs, charts associated with that comment.

Summarize your analysis of LeTCI elements, do not re-key data from application.

Identify in parenthesis what you may need to explore on site to fully evaluate performance.

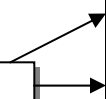
Blue text above reflects findings and conclusions from site visit. Everything else should be completed before arriving on site.

*Include summary of relevant new data found on site; details of data found should be reflected in section below. Reference other Items impacted by your findings; be sure to notify the Examiner responsible for that Item. **NOTE:** Your work product **does not** need to have colorized text.*

CLARIFY

Comment #	Figure #’s	Unfav-orable Levels	Unfav-orable Trends	Lack of, or Unfavorable Comparisons	Lack of Segmentation/linkage	Updated Results Yes (change?) No	Findings and impact on Comments
OFI #1: missing results for Product Safety. <i>(If found on site, explore LeTCI elements for the results)</i>	None provided-though Fig P.1-5 and KF #23 indicate importance of such measures						Beneficial results in quarterly unit reports, mostly favorable trends, units A and B approaching top quartile comparisons: Beef up existing strength #2. Include reference to product safety comparisons for product lines C, D, and E. Consider OFI around relatively poor performance of European facility (below worst US facility by 10% but slightly better than the industry average in Europe).
OFI #2: Limited comparisons and segmented data	7.1.1a, 7.1-2a, 7.1-2b, 7.1-3c; 7.1-7, 7.1-5, 7.1-6			All but 1b missing- <i>(Explore choice and use of comparisons and if there are others available; especially regional or national.)</i>	No segments by product line or customer group <i>(Explore avail. and use of segmented data for different products and different customer segments)</i>	See Strengths for 7.1-1 through 7.1-6 No: 7.1-7	No clear process for selection and use of comparisons (4.1a2) and limited effort to find/use comparisons for these results. Best in state is most often used, some reference to national averages, however, Best-in-State sets a higher standard than national average; Segmented data provided for 7.1-3c and 7.1-7. Modify comment but remains OFI.
OFI #3: not strong levels and trends for important a few important measures	7.1-7, 7.1-10	7.1-7 25% below goal 7.1-10 15% below goal	Variable perf but relatively flat	<i>(Check avail. and relative performance against approp. comparisons.)</i>	<i>(Explore avail. And use of segmented data for different products and different customer segments.)</i>	No: 7.1-7 Yes:7.1-10 Change: 7.1-10: slight improvement in 2008 from 87 to 88 percent	Learned that levels are below goal of top quartile, but competitors are also struggling. Comparative data on best competitor used by SR leadership is tracking below best competitor by about 1% Modify comment to reflect improvement in 7.1-7 and acknowledge relative performance- but still an OFI.

Identify in parenthesis what you may need to explore on site to fully evaluate performance.

New Data Found On Site	LeTCI Description	Impact
<p>Product Safety Results: Preventable injuries</p> <div> <p><i>Capture summary of actual new data found and your analysis.</i></p>  </div>	<p>Positive trends over 5 years for all product lines: A: 30% decline to less than .1% from 2003-2008 B: 28% decline to less than .1% from 2003-2008 C: 10% decline to .55% from 2003-2008 D: 7% decline to .25% from 2003-2008 E: 12% decline to .75% from 2003-2008</p> <p>Product A and B representing 50% of all good sold are exceeding best competitor (.20) at less than .1%. C and D are better than industry average (.65). European facility is lagging compared to other units with a .75%. Product safety is a key customer requirement and strategic objective 4 states as a goal to be known as “one of the best”.</p>	<p>New strength comment or add to consensus strength #2 for the presence of favorable product safety measures.</p> <p>With several product lines compared only to national averages, it is not clear they will meet strategic objectives-however they are improving and making progress toward their stated goals. Supports existing OFI around selection and use of comparisons... add reference in that OFI to data found on site.</p> <div> <p><i>Blue text reflects findings and conclusions from site visit. Everything else should be completed before arriving on site. NOTE: Your work product does not need to have colorized text.</i></p> </div>

Newly Recognized Gaps Discovered on Site	Description	Impact
Call center response (numbers of calls, time to respond, dropped calls, etc.)	Team discovered a more robust customer focused call center process (see 3.2) but organization is not tracking results related to call center performance. Many standard metrics are available and could permit comparisons, but applicant is not utilizing this type of information at the current time.	With the focus on retaining exiting customers, the lack of metrics around call center performance is a significant gap. Create new OFI around this issue.